Redacted Redacted **Redacted**

contact **info**

Address: Redacted
Mobile: +63 XXX XXX XXXX
Email: redacted@redacted.com | **LinkedIn:** **https://www.linkedin.com/in/redacted-linkedin-profile**

professional **summary**

With over a decade of combined experience in IT, including systems engineering, technical support, and team leadership, I've worked in varied environments from BPO telecom support to corporate IT. My career has evolved from a technical support specialist focused on troubleshooting to a Senior Systems Engineer and Team Lead in a service desk environment, where I've enhanced system efficiency and managed teams. Beyond technical support, I've contributed to projects by aiding in product adoption, gathering insights, participating in QA testing and user onboarding, streamlining operations, leading team initiatives, and mentoring teams to improve performance and elevate customer satisfaction. Demonstrating resilience, I've navigated economic challenges by engaging in the gig economy, showcasing my dedication to continuous employment and skill development. I'm eager to leverage this unique blend of technical expertise, problem-solving skills, dedication, and resilience to deliver exceptional value to any company from day one.

work **experience**

M365 Ambassador (Proactive Trials Nurturing)
Upwork | Client: **Redacted**
[redacted] (Remote) | July 2024 – November 2024

- Proactively engaged with Microsoft 365 Business trial customers, understanding their pain points and recommending tailored Microsoft solutions.
- Assisted in selecting the best M365 plan by analyzing specific business requirements, ensuring optimal software utilization.
- Resolved issues across the entire Microsoft 365 suite (Business Basic, Standard, Premium, Apps for Business).
- Assisted with domain registration and integration by troubleshooting issues or guiding customers to contact their domain provider when necessary.
- Guided customers through installation and setup processes of Microsoft 365.
- Promoted Microsoft Copilot by demonstrating its features and benefits relevant to their use cases.
- Drove product-led growth by gathering and reporting customer business insights, informing the product team for enhancements and improved user experience.

Redacted (Virtual Assistant) | **IT Tech Support**
Redacted | Client: **Redacted**
[redacted] (Remote) | July 2023 – August 2024

- Delivered technical support to Genie Health's patients and employees, resolving complex hardware, software, and network issues via voice, chat, and email; ensured compatibility of patient devices with the virtual physical therapy app, guiding patients through onboarding and app navigation.
- Managed new employee onboarding by creating accounts across various platforms, assigning software licenses, and conducted offboarding by terminating access and archiving accounts.
- Conducted QA testing for virtual physical therapy apps, identifying and documenting bugs, collaborating with the DevOps team for timely fixes.
- Facilitated knowledge sharing and training on platform and app updates, educating employees about new features, their benefits, known bugs, and available workarounds.
- Optimized ticket handling in Jira Service Management by developing templates and workflows, significantly reducing resolution time.
- Compiled performance reports for stakeholders, providing actionable insights into service trends and efficiency metrics.

Sr. Systems Engineer | **Service Desk Analyst T1/T2, Czar, Knowledge Master, Incident Manager, Team Lead**
Redacted | Client: **Redacted**
[redacted] (Hybrid) | October 2021 – July 2023

- Provided technical support and troubleshooting for employees via ServiceNow portal, Teams chat, voice calls, and chat apps. Resolved incidents by remotely accessing laptops and desktops to address issues with Microsoft 365 apps, in-house fintech apps and add-ins, network printers, internet connectivity (Wi-Fi and wired), display setups, quarantined emails, and other system or hardware-related concerns as a Service Desk Tier 1 Analyst.
- Monitored and managed ticket queues to ensure incidents were resolved within SLA guidelines. Addressed chat and email queries, coordinated with Tier 1 and Tier 2 analysts to resolve aging tickets, and maintained workflow efficiency by ensuring timely action on high-priority issues as Czar.
- Administered identity and access management (IAM) in hybrid Active Directory (Azure AD and on-premises), facilitating user provisioning, onboarding, and offboarding. Managed service requests, including group and mailbox creation, shared mailboxes, distribution lists, and resource access, ensuring compliance with security protocols and operational efficiency as a Service Desk Tier 2 Analyst.
- Created and updated Product Knowledge Base (PKB) articles, decommissioning outdated or inaccurate content and revamping the PKB homepage to ensure relevance and usability. Improved categorization and search engine optimization to enhance accessibility for the service desk team, enabling faster issue resolution. Promoted knowledge sharing by conducting regular training and knowledge-sharing sessions, fostering a culture of continuous learning and efficiency as a Knowledge Master.
- Resolved escalated issues as Incident Manager, performing root cause analysis to implement effective solutions.
- Led a team of service desk analysts as Team Lead, mentoring for performance goal adherence, supervised automation initiatives with a PowerShell scripter to streamline workflows, and directed left shift projects for operational efficiency by transitioning responsibilities to the service desk.

Technical Support Representative
[redacted] | Client: **Verizon** | Quezon City (On-site) | Nov 2019 - Jun 2021
[redacted] | Client: **AT&T** (U-verse) | Quezon City (On-site) | Jan 2014 - Jul 2014
[redacted] | Client: **AT&T** (U-verse, DSL) | Pasay City (On-site) | Jul 2012 - Dec 2013
[redacted] | Client: **Telstra** | Pasay City, Quezon City (On-site) | Jan 2011 - Nov 2011

- Served as a Technical Support Representative for major telecom clients including Verizon, AT&T, and Telstra, specializing in customer issue resolution across hardware, software, and network challenges.
- Achieved consistent high customer satisfaction by providing clear guidance and swift problem resolution.
- Enhanced team performance through mentorship, fostering skill development and process improvements.
- Maintained meticulous documentation of service interactions, contributing to team knowledge and operational efficiency.

E-educator | **ESL Teacher**
Redacted
[redacted] (Remote) | August 2014 – Oct 2019

- Conducted over 26,000 online English lessons, earning top-tier ratings for teaching effectiveness.
- Developed personalized lesson plans targeting conversational skills, grammar, and vocabulary to meet individual student needs.
- Provided constructive feedback to students, fostering significant improvement in English proficiency and confidence.

Delivery Courier, Motorcycle Taxi Rider
[redacted] | July 2021 – October 2021
[redacted] | July 2024 – Present

- Demonstrated adaptability by transitioning to gig economy roles during economic downturns, ensuring income stability.
- Developed strong time management and logistical skills, completing deliveries efficiently under stringent time constraints.
- Enhanced customer service skills through direct client interactions, ensuring satisfaction in service delivery.

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skills + **abilities**

- **Troubleshooting & Problem Solving:** Expert in resolving issues with hardware, software, network, and security across platforms, including through remote support techniques, with a strong ability in root cause analysis for effective long-term solutions.
- **IT Service Management (ITSM):** Knowledgeable in ITSM principles, adept with tools like ServiceNow and Atlassian's Jira Service Management and Confluence.
- **Leadership, Management & Mentorship:** Proven ability to lead, manage, and mentor IT support teams, enhancing capabilities and meeting/exceeding SLAs.
- **Communication & Customer Service:** Near-native proficiency in English; adept at translating technical concepts for non-technical audiences and providing exceptional customer support.
- **Identity & Access Management (IAM):** Proficient in managing Active Directory (on-premises and Azure AD) for user provisioning, group policy management, access control, and security implementations.
- **Knowledge & Documentation Management:** Exceptional at creating, updating, and maintaining knowledge bases and technical documentation, including authoring Product Knowledge Bases (PKBs).
- **Process Improvement:** Track record of optimizing workflows for efficiency and reduced resolution times.
- **Project Management Exposure:** Drove left shift by identifying tasks for service desk integration, involving cross-departmental communication.. Supervised automation projects, guiding a PowerShell scripter in automating service desk tasks for user account management.
- **Operating Systems:** Proficient in Windows, macOS, iOS, Android; familiar with common Linux distributions.
- **Software:** Mastery of MS 365, familiarity with Google Workspace, Canva, Grammarly, and other productivity tools.
- **Cloud Computing:** Familiar with cloud services like Microsoft Azure, OneDrive, SharePoint, Google Drive.
- **Virtualization:** Experienced in using platforms like VMware, Citrix, Azure Virtual Desktop, Hyper-V for troubleshooting and support.
- **AI Utilization:** Proficient in leveraging AI tools (e.g., Microsoft's Copilot, OpenAI's ChatGPT, Google's Gemini, X's Grok, Atlassian's Rovo, Canva's Magic Design, etc.) to enhance productivity, communication, and task automation.
- **Administrative:** Highly efficient in administrative tasks like data entry, document processing, file management; typing speed: 99 WPM with 99% accuracy.

certifications + **credentials**

MS-900 | Microsoft 365 Certified: Fundamentals
Issued: [redacted] | Online Verifiable
AZ-900 | Microsoft Certified: Azure Fundamentals
Issued: [redacted] | Online Verifiable

hobbies + **interests**

PC building. PC gaming. Twitch live streaming. YouTube content creation. Motorcycle vlogging. Watching movies & TV shows. Reading books. Listening to music. Playing the guitar. Karaoke. Tiny homes. Skoolies. New Zealand.

academic **background**

Bachelor of Arts in Communication Arts
University of the East—Caloocan
Caloocan City
S.Y 2007 – 2009 (Undergraduate)

character **references**

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